

WATERWORKS™

NEWS YOU CAN USE AROUND YOUR HOME

FALL 2015

Why Does My Toilet Always Keep Clogging? The Three Most Common Reasons & What You Can Do to Fix Them

There are numerous reasons that a toilet could be getting clogged, even on a daily basis. This could happen because of how the toilet is used, problems in the toilet's mechanics, or perhaps even problems with your water supply. Here are the most common reasons:

1. Low-Flow Toilet: You're asking much of it. This could even mean that too much toilet paper is trying to go down at once, or that non-flushable objects are being sent down. But the problem could be more complicated. A clog could indicate that you have a first-generation, low-flow toilet, which means that you have an older toilet. If you see the timestamp in the tank, and it says any date from 1994 to the middle of 1997, then you have a weaker toilet.

2. Blocked Trap: The S-shaped trap is between your bowl and drain line. It's there to keep the drain itself from clogging. The trap can get clogged, though, if it meets with certain objects, like a kid's toy, giant wads of toilet paper, or paper towels. A plunger can take care of this problem; with the rubber covering the entire hole, push up and down on the handle.

3. Clogged-Drain Line: The problem could lie with the drain line itself, as objects or buildup clog the line. A clog will gradually choke out the water supply to the septic tank or sewage system. It is even possible, though, for other drain lines to cause this problem.

For example, your washing-machine line could get clogged so badly that the line to your septic tank or sewage system is also affected. You may need to check the other drains around your house just in case.

Tired of dealing with a constantly clogging toilet and don't feel like messing around with it? We understand! Give us a call at 423-239-8361 to schedule an appointment with one of our highly trained and knowledgeable technicians to come to your home, properly diagnose the issue, and take care of that constantly clogging toilet forever.



Helpful Consumer Hints! Info You Should Know as a Homeowner!

Your house not only is one of your biggest investments—it's your home! It's where you watch your children grow up. It's where some of your life's biggest moments happen. You cherish your home, and you deserve a contractor who treats it with absolute respect. When you are hiring a service company to visit your home, be

sure to ask them if they are licensed & bonded and if their technicians wear shoe covers and use mats when working in and around your home. And be sure that they clean up their work areas so they look even nicer than when they arrived. You deserve to work with a company that treats your home like it's their own.

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\$25 OFF

Repairs Over \$150
(Excludes Service Fee,
One discount per visit)
Expires: Dec. 31, 2015

\$50 OFF

Our Water Heaters
(Excludes Service Fee,
One discount per visit)
Expires: Dec. 31, 2015

The Steve Huff Plumbing Technicians Spend 100+ Hours Each Year in Training!

You Deserve the Very Best & We Do Our Best to Help Ensure That's What You Receive from Us!

It's always frustrating when something breaks or goes wrong in your home and you're forced to call a service contractor to come fix it. The last thing you want is for your home to be the experimental "guinea pig" for brand-new, inexperienced technicians who don't know what they're doing! No, you want someone who will fix your problem the first time—and fix it quickly!

By the time you hire the wrong contractor and notice your technician is less than confident about what he is doing, it's too late. Your day will have been wasted, and in the back of your mind, you'll be questioning if the work he performed was done properly.

When you're calling a service company, you want to know that they invest in training. At Steve Huff Plumbing, that's precisely what we do. Every person who's hired goes through an elaborate apprenticeship process. As a part of this process, each new technician goes through an extensive ride-along program, where they take turns going on service calls with our best technicians, learning how to perform up to Steve Huff Plumbing's standards. A new technician never gets a truck until all of our senior technicians approve.

Once the apprentice process is complete, training still doesn't stop. All of our technicians spend 100+ hours in training each year. They come into the shop every week to discuss the latest trends in the industry. As a team, we'll discuss any issues we've seen in the field and collectively solve them, so everyone learns. And we invite vendors to meet with us to share the latest, cutting-edge products available to take care of homeowners' needs. In fact, we put a great deal of emphasis on being up to date with our knowledge of the industry. The more we know, the better we can serve you.



Even then, we send our technicians to national training academies so they can learn nuances of their job from the very best in the country. That's the type of commitment we make to training. And that's the type of commitment we make to you. You deserve to have the best, most-trained techs in your home. That's what we strive to provide.

Put a Stop to the Waste (and Keep More Money in your Pocket)!!!

Your Home's Plumbing System Could Be Wasting Tons of Water, and It May Be Costing You Money!

A lot of people long for the good old days, however, there are some changes in society that are welcomed. In particular, your plumbing system can be incredibly wasteful—right at this very moment it could be wasting tons of water. Not only is that bad for the environment; it's bad for your pocket book! Here are some crazy statistics that you may find interesting:

- ONE dripping faucet can waste more than 180 gallons of water a month and 2,160 gallons per year!
- Due to inefficient water heaters, people run showers and faucets waiting for the water to get warm. In the process, they waste on average 9,000 gallons of water each year!
- A single leaky toilet can waste tens of thousands of gallons in just one year—enough water to fill a backyard swimming pool! And according to the Environmental Protection Agency (EPA), 20 to 40 percent of ALL toilets leak!

Here's another interesting statistic: If your home is more than 15 years old, you could easily be wasting thousands of gallons of water every year, causing higher water bills! In 1994, the National Energy Policy Act was passed, setting standards on all plumbing fixtures forcing them to become more efficient. So, if your home was constructed before 1994, it's highly likely that its plumbing is drastically behind the regimented standards. On average, it could be devouring TWO TIMES more water than necessary!

If you want to slow down your water waste, here are a few home improvements you may want to consider:

- Eliminate drips and leaks: A small leak of just one drip per second can cost you \$1 per month. When you consider how much more water constantly running toilets leak, the average homeowner could be losing hundreds of dollars each year.
- New faucets: Faucets installed prior to 1994 use an excessive amount of water compared to today's models. New faucets can cut waste by 25 percent.
- Install new shower heads: Like faucets, shower heads installed before 1994 also use more water than is necessary. New high-efficiency shower heads can reduce water waste by as much as 60 percent!
- Install new toilets: Toilets use 30 percent of every home's water supply making it the single highest indoor consumer. Toilets installed prior to 1994 use twice as much water, and toilets installed before 1980 use almost five times more! A new toilet can save at least 3,400 gallons of water per year.

Call Steve Huff Plumbing at 423-239-8361, and we will send a highly trained technician to do a comprehensive plumbing inspection. You will receive a detailed report on any upgrades you should consider making to save both water and energy. Let us help save you money!

Tasty & EASY
Recipe:
Molten Mocha Cake



TOTAL TIME: Prep: 10 min.
Cook: 2 ½ hours
MAKES: 4 servings

INGREDIENTS:

- 4 eggs
- 1 ½ cups sugar
- ½ cup butter, melted
- 3 teaspoons vanilla extract
- 1 cup all-purpose flour
- ½ cup baking cocoa
- 1 tablespoon instant coffee granules
- ¼ teaspoon salt
- Fresh raspberries or sliced fresh strawberries and vanilla ice cream, optional

DIRECTIONS:

1. In a large bowl, beat eggs, sugar, butter and vanilla until blended.
2. In another bowl, whisk flour, cocoa, coffee granules, and salt; gradually beat into egg mixture.
3. Transfer to greased 1 ½ qt. slow cooker.
4. Cook, covered, on low 2 ½ to 3 hours or until a toothpick comes out with moist crumbs.
5. If desired, serve warm cake with berries and ice cream.

FOOTBALL WORD SEARCH

In honor of fall and football season beginning, Steve Huff Plumbing presents a Fall Word Search! Be the first to complete the word search, and you will receive a \$25 gift certificate to Cracker Barrel. Everyone who submits the puzzle gets \$25 OFF a future service!

Mail completed puzzle to: 113 Witherspoon Drive, Kingsport TN 37663. Or scan and email completed puzzle to: service@stevhuffplumbing.com

Center	Goal	Kickoff	Rushing
Cornerback	Fumble	Linebacker	Sack
Down	Guard	Quarterback	Safety
Points	Huddle	Receiver	Tackle
Field	Interception	Return	

Q X E N D N H F E L B M U F W
L K N O I T P E C R E T N I B
A Q V S A C K B N R U T E R O
O H U D D L E X R T N M Y T A
G Q C R R P O I N T S H M I J
C B O E R E C E I V E R Q G J
M S R D S A F E T Y J A Y H J
W U N C V V U L N W O D D T C
H E E L Q U A R T E R B A C K
K A R W S C E N T E R W W Q A
E G B I Q N T A C K L E O G F
X Q A D I L I N E B A C K E R
T X C E H O F K I C K O F F G
R I K O N A Y R U S H I N G X
A A C K G U A R D U F I E L D

Get to Know Robert at Steve Huff Plumbing!

Learn about the Friendly Folks on Our Team!



1. How long have you been at Steve Huff Plumbing? *11 years*
2. What is your favorite part of the job? *Doing something different every day.*
3. If you could travel anywhere, where would you go? *Scotland or Ireland.*

4. What is your favorite food? *Steak!*
5. What are your hobbies and what do you enjoy doing on your days off? *I enjoy tinkering on my Prelude (Honda) and shooting hoops with my kids.*
6. If you won the lottery, what would your first purchase be? *A house big enough for me and my kids.*



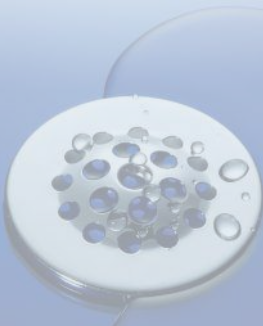
"Better, Faster, Cleaner"

113 Witherspoon Drive
Kingsport, TN 37663

Have Fun this Fall!



From the Desk of Steve Huff



Online Reviews

Thank you for being a customer and a part of our family. I feel like I can never thank you enough. We never take for granted the trust you give us when we walk into your home.

We're very thankful to have such good customers. In fact, the majority of the people who call us today for service are either homeowners who have used us before or homeowners who were referred to us by a friend. And I can't tell you how thankful I am for those of you who send postcards and letters of compliments and thanks to our technicians and office staff on doing a great job.

You already know it, but the world is changing quite a bit. I mean, look at how we communicate. Landlines are a thing of the past; most people prefer cell phones. If you asked someone today how to mail a letter, he/she might not be able to tell you. Everything is email, text or instant messaging, or via social-media outlets.

As you can imagine, our business is greatly changing. We've had to change how we market ourselves to find new customers. You can't just put an ad in the newspaper and the phone book and know you'll have enough calls to stay busy. It's much more complicated now.

Just as technology has altered how we communicate with one another, technology has impacted how we advertise our business. We have a website and we try to optimize it so people can find it. Really, we rely on the reviews good people leave on third-party websites like Yelp, Google+, DexKnows, and Angie's List, among others, to sell our business for us.

So, while I know you're a very busy person, I have a small favor to ask: If you enjoyed the service we provided you and your home, and if you have a spare moment, please go to our website www.stevhuffplumbing.com, click on the review link and leave positive comments for us. We're committed to getting better every day, and that information helps us in that process.

We live in a world that seems to be changing daily and we're changing with it in order to keep our business strong and able to help you in the future.

Thank you and enjoy the Fall season.

Steve Huff

Owner, Steve Huff Plumbing

